

**JOB   
OUTLINE**

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| **Directorate:** Customer Services | | **Section:** The Harris Museum Cafe | |
| **Post No:**  **COMU04003** | **Designation:** Cafe Assistant | | **Grade: 2**  **SCP:** 3-4 FLW |
| **Purpose of the Job:**   * Offer customers the highest standards of customer service and care * Serve customers efficiently with food and drink orders and take payments * Preparing basic hot and cold foods * Assist in preparation of cafe and counters before, during and at the end of service | | | |
| **Main duties/Responsibilities:**   * To demonstrate the highest standards of customer welcome and care when managing queues, assisting customers at the counter and delivering orders to tables * To maintain the highest standards of tidiness and appearance at all times * To prepare basic hot and cold food and deliver consistent high standards of presentation, following style guidelines * To serve hot and cold beverages, cakes and other food items * To give advice and guidance on products selection to customers to ensure a positive and safe experience * To ensure adequate stock levels of supplies and consumables for café area, report stock levels to your line manager * To stock rotate * Checking that orders have been correctly delivered and forwarding the order sheets to the line management * Be aware of sales targets and use every opportunity to exceed them * Be able to operate a till and handle cash and card transactions * To keep all areas tidy and clean including table clearing, removing dirties and waste * You will seek to resolve customer complaints in the first instance, taking informed/measured decisions and escalating to your line manager where appropriate * To always work within established guidelines and operating procedures * Ensure compliance with all legislation, H&S and food hygiene * To commit to continuing professional development, attending meetings and training sessions as required   **Skills required for the Job:**   * Have a friendly and engaging personality, be a good communicator and able to work under pressure * Be comfortable working with members of the public, able to initiate conversations and provide a sincere welcome * You need to be willing to learn, take instruction and work under own initiative, supporting other team members * Assistants are on their feet for most of the day and will be required to lift and carry trays and crockery, restocking shelves etc.   NB: The Council is an equal opportunities employer and provider of services. The Council has a statutory duty to promote equality and all employees must be aware of that duty and work to the Council’s equality standards | | | |
| In addition, other duties at the same level of responsibility may be allocated at any time.  Date Produced: March 2025 | | | |